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PATENT TRADEMARK OFFICE

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3/18/02**IN THE UNITED STATES PATENT & TRADEMARK OFFICE**

Applicants: Hassan Pirasteh, et al : Paper No:  
Serial No. 09/223,993 : Group Art Unit:  
Filed: December 31, 1998 : Examiner:  
For: **SYSTEM AND APPARATUS FOR IVR PORT SHARING**

**RECEIVED**  
**MAR 14 2002**  
**Technology Center 2600****TRANSMITTAL OF REVOCATION AND NEW APPOINTMENT BY ASSIGNEE**

THE ASSISTANT COMMISSIONER FOR PATENTS  
Washington, D.C. 20231

Dear Sir:

Enclosed herewith is a Revocation and New Appointment By Assignee for the each of the applicants in the above-identified application or patent.

Please address all future communications to:

Ria Farrell Schalnath  
FROST BROWN TODD LLC  
2200 PNC Center  
201 East Fifth Street  
Cincinnati, Ohio 45202

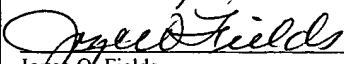
Please direct all telephone calls to me as follows:

(513) 651-6167

Respectfully submitted,

**CERTIFICATE OF MAILING**

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to The Assistant Commissioner for Patents, Washington, D.C. 20231, on 2/21, 2002.

  
Joyce O. Fields

By 

Ria Farrell Schalnath  
Registration No. 47,058  
Attorney for Applicant(s)  
FROST BROWN TODD LLC  
2200 PNC Center  
201 East Fifth Street  
Cincinnati, Ohio 45202  
tel.: (513) 651-6167  
fax: (513) 651-6981



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REVOCATION AND NEW APPOINTMENT BY ASSIGNEE

THE ASSISTANT COMMISSIONER FOR PATENTS  
Washington, D.C. 20231

Dear Sir:

The undersigned, being Assignee of the entire interest in and to the above application, hereby revokes all former Powers of Attorney and appoints Ria Farrell Schalnat, Registration No. 47,058; Edwin R. Acheson, Jr., Registration No. 31,808; Stephen R. Albainy-Jenei, Registration No. 41,487; David E. Franklin, Registration No. 39,194; William E. Gallagher, Registration No. 35,145; Steven J. Goldstein, Registration No. 28,079; James M. Kipling, Registration No. 26,287; Ann G. Robinson, Registration No. 39,820; David E. Schmit, Registration No. 28,472; Karlyn A. Schnapp, Registration No. 45,558; Ralph J. Skinkiss, Registration No. 26,105; and Kevin S. Sprecher, Registration No. 42,165; c/o Frost Brown Todd LLC, 2200 PNC Center, 201 East Fifth Street, Cincinnati, Ohio 45202 (513) 651-6800, attorneys, with full power of substitution and revocation, to prosecute said application, to make alterations and amendments therein, to receive the patent, and to transact all business in the Patent Office connected therewith.

CONVERGYS CMG UTAH, INC.

Date February 12, 2002

By: R. Kent Byl

Title: Vice President